



EMPLOYEE ACCOUNT ACCESS USER MANUAL

Department of Licensing
December 9, 2016

Table of Contents

| | |
|--|----|
| Establish Account Access | 1 |
| Establish your License eXpress account..... | 1 |
| I already have a License eXpress account | 1 |
| I don't know if I have a SAW account | 1 |
| I already have a SAW account..... | 4 |
| I don't have a SAW account | 7 |
| Continue account access setup..... | 12 |
| Request business account access | 16 |

ESTABLISH ACCOUNT ACCESS

Important! Before you begin this process, you will need access codes from your account Administrator for each business task and each business/location for which you will be performing that task.

For example, if you are a dealer employee that will be doing e-permits for two locations, and will also be performing plate searches, you will need a total of three access codes – one for e-permitting for each location, and one for the contracted plate search.

Your access codes are only good for **8 hours** after they have been generated by the system.

Establish your License eXpress account

You will access various business tasks, such as E-permitting and various types of vehicle reporting, through **SecureAccess Washington (SAW)** via **License eXpress**, so you'll need to create a License eXpress account. **This is a one-time process.**

[I already have a License eXpress account](#) (below)

[I don't know if I have a SAW account](#) (below)

[I already have a SAW account](#) (page 4)

[I don't have a SAW account](#) (page 7)

I already have a License eXpress account

If you currently have a License eXpress account, it is set up to handle transactions for your personal vehicles and driver's license. We recommend you create a new License eXpress account for your business.

- If you have a SecureAccess Washington (SAW) account for your business, you can use your current username/user ID and password to create a License eXpress account. Go to [I already have a SAW account](#) (page 4).
- If you don't have a SAW username/user ID and password, go to [I don't have a SAW account](#) (page 7).

I don't know if I have a SAW account

You already have a SAW account if you:

- Have renewed or accessed your account online with Department of Revenue Business Licensing Service after June 6, 2016
- Have filed online with Department of Labor and Industries or Employment Security Department

You can use the same username/user ID and password to sign into License eXpress.

If you are still not sure, you can [check to see if you have a SAW account](#) (next page).

Check to see if you have a SAW account

1. Go to **License eXpress login** page (secure.dol.wa.gov).
2. Click *I need to check to see if I have an account*.

WASHINGTON STATE DEPARTMENT OF LICENSING

License eXpress: Account and services

A new customer?

Join now!

[I haven't received my activation email](#)

[What is License eXpress?](#)

[I need to check to see if I have an account](#)

Already joined?

Username

Password

Login

[I forgot my username](#)

[I forgot my password](#)

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3. Enter your email address and click *Find my account*.

Back

WASHINGTON STATE DEPARTMENT OF LICENSING

Check account

Please give us your email so we can check to see if you have a License eXpress account.

Email

Find my account

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- If there is a username/user ID already associated with your email address, you will receive an email with the username/user ID.
 - Go to your email to get your username/user ID, then go to [I already have a SAW account](#) (page 4).

Back

WASHINGTON STATE DEPARTMENT OF LICENSING

Check account

Please give us your email so we can check to see if you have a License eXpress account.

Email

djohnson@dol.wa.gov

Find my account

We found your account and have emailed you your username

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- If there is no username/user ID associated with your email address, you can try a different email address or click *Join now* to begin the registration process.
 - Go to [I don't have a SAW account](#) (page 7).

Join now'. The page includes a 'Back' button, a 'Find my account' button, and a footer with links to 'dol.wa.gov', 'Privacy & Use', 'Contact Us', and 'Survey', along with a copyright notice for 2016 and a 'Secured by SecureAccess WASHINGTON' logo."/>

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Check account
Please give us your email so we can check to see if you have a License eXpress account.

Email
mardee23@msn.com

Find my account

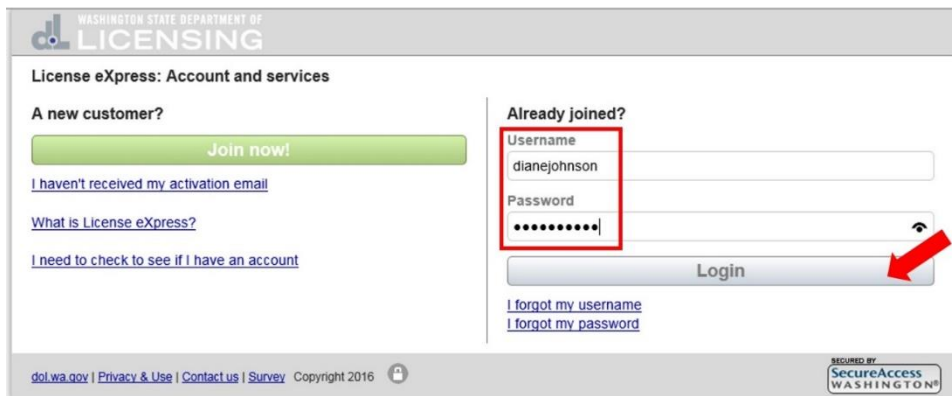
We didn't find an account with this email. You can try another or [Join now](#)

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I already have a SAW account

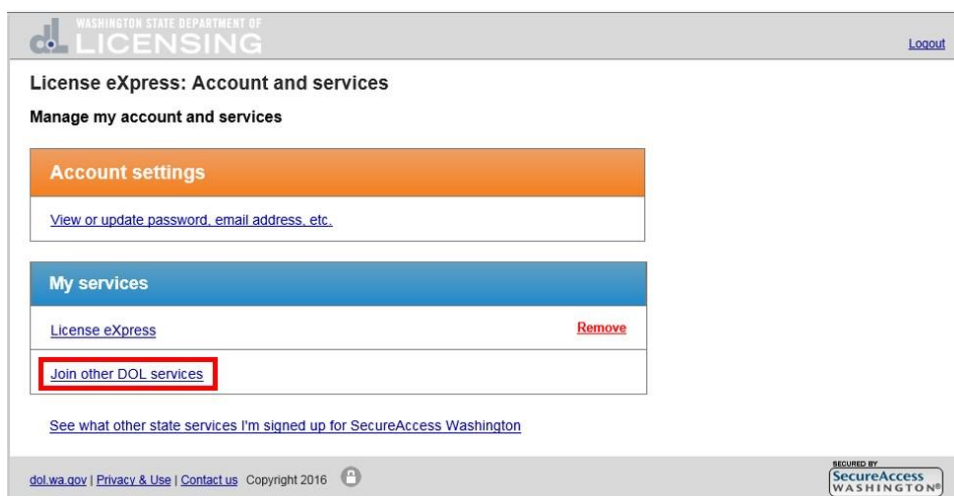
1. Go to *License eXpress login* page (secure.dol.wa.gov).
2. Enter your SAW username/user ID and password and click *Login*.
 - If you don't remember your password, click *I forgot my password* to get a new password, then return to this step.



- If you don't already have any services or if you have several services through License eXpress, go to step 3.
- If you already have **one** service through License eXpress, you'll go directly to that account. Click *Manage my account and services* (upper right hand corner of screen) ...



then *Join other DOL services* under My services.



3. At the **Join other services** page, select *Do business related to vehicles and vessels* under License eXpress for business.

WASHINGTON STATE DEPARTMENT OF LICENSING [Logout](#)

License eXpress: Account and services

Join other services

License eXpress for individuals

- ☐ Manage my personal driver license, ID card, vehicle, and boat licenses
- ☐ Pre-apply for my first Washington driver permit, driver license or ID card

License eXpress for business

- ☐ Renew or manage a DOL business license
 - For a firm, agency, company, shop etc.
- ☐ Do business related to driver training schools
 - For instructors, owners, staff
- ☒ Do business related to vehicles and vessels
 - Manage my E-permits (dealers)
 - Manage my vehicle fleets
 - Report vehicles a total loss (insurance companies)
 - Report vehicles in my wrecking yard's inventory (wreckers)
 - Report abandoned vehicles my business has towed, affidavits of sale (tow truck operators)
 - Look up a vehicle plate or vessel (formerly IVIPS)

[Continue](#)

[Join other state services \(SecureAccess Washington\)](#)

[← Manage my account and services](#)

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4. At the **Registration** page, enter your first and last name. Click *Continue*.

[Back](#) WASHINGTON STATE DEPARTMENT OF LICENSING [Logout](#)

Registration

License eXpress for business

Confirm your name before continuing

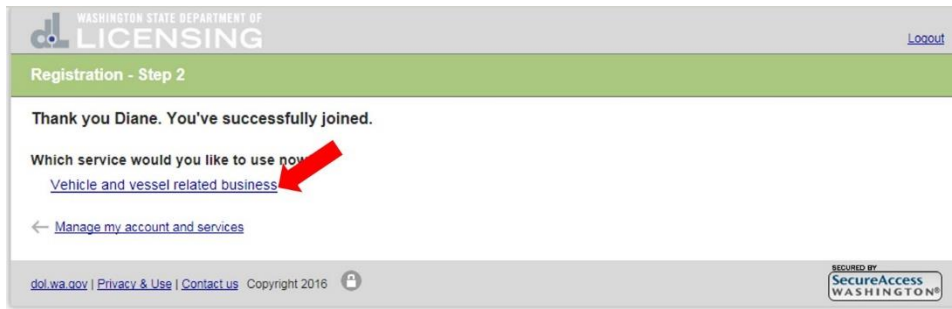
First name

Last name

[Continue](#)

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5. The **Registration – Step 2** screen will confirm you’ve successfully joined. To continue setting up access to your account, click the *Vehicle and vessel related business* hyperlink.



6. You will be taken into the new computer system to [continue your account access setup](#) (page 12).

I don't have a SAW account

1. Go to *License eXpress login* page (secure.dol.wa.gov).
2. Click *Join now!*

WASHINGTON STATE DEPARTMENT OF
LICENSING

License eXpress: Account and services

A new customer?

Join now!

[I haven't received my activation email](#)

[What is License eXpress?](#)

[I need to check to see if I have an account](#)

Already joined?

Username

Password

Login

[I forgot my username](#)

[I forgot my password](#)

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3. At the *What type of account* page, select *License eXpress for business* and click *Continue*.

Back WASHINGTON STATE DEPARTMENT OF
LICENSING

Join now

What type of account do you want to join?

☐ **License eXpress for individuals**

- Manage my personal driver license, ID card, vehicle, and boat licenses
- Pre-apply for my first Washington driver permit, driver license or ID card

☒ **License eXpress for business**

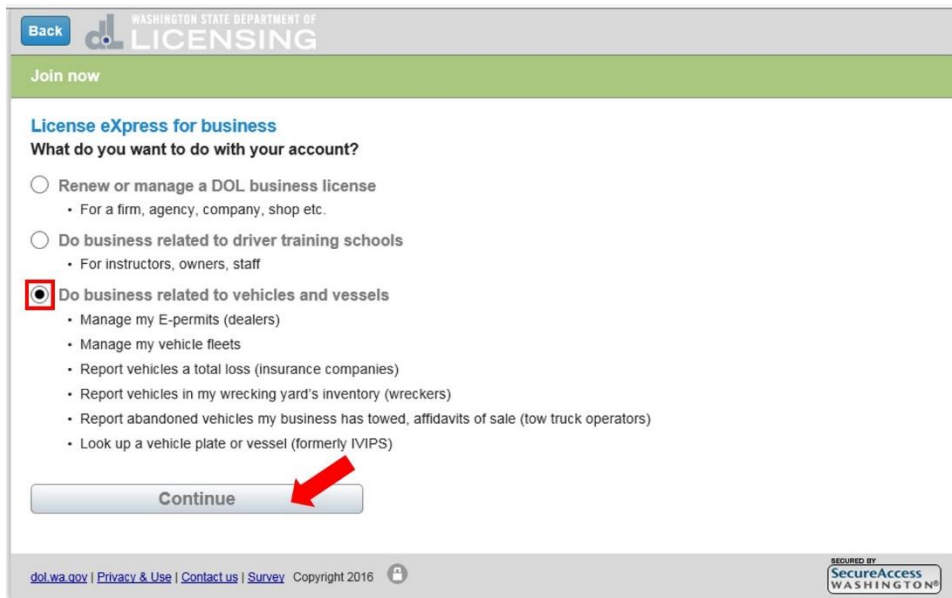
- Conduct business with DOL on behalf of my firm, agency, company, etc.
- Driver training schools

Continue

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4. At the **What do you want to do** page, select *Do business related to vehicles and vessels*. Click *Continue*.



Back WASHINGTON STATE DEPARTMENT OF LICENSING

Join now

License eXpress for business

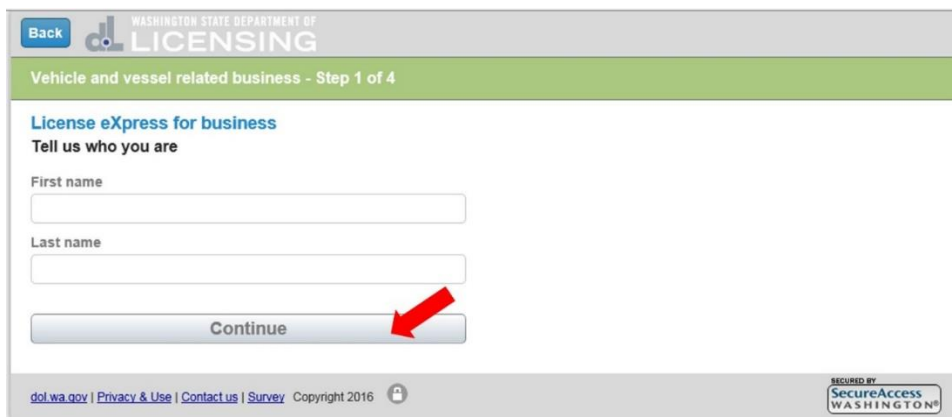
What do you want to do with your account?

- ☐ Renew or manage a DOL business license
 - For a firm, agency, company, shop etc.
- ☐ Do business related to driver training schools
 - For instructors, owners, staff
- ☒ Do business related to vehicles and vessels
 - Manage my E-permits (dealers)
 - Manage my vehicle fleets
 - Report vehicles a total loss (insurance companies)
 - Report vehicles in my wrecking yard's inventory (wreckers)
 - Report abandoned vehicles my business has towed, affidavits of sale (tow truck operators)
 - Look up a vehicle plate or vessel (formerly IVIPS)

Continue

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5. At the **Tell us who you are** page, enter your first and last name. Click *Continue*.



Back WASHINGTON STATE DEPARTMENT OF LICENSING

Vehicle and vessel related business - Step 1 of 4

License eXpress for business

Tell us who you are

First name

Last name

Continue

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6. At the ***Continue setting up your account*** page, enter a username, then enter and confirm your email address. Click ***Continue***.

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Vehicle and vessel related business - Step 2 of 4

License eXpress for business

Jane, please continue setting up your account.

[I want to use my existing SecureAccess WA account.](#)

Username
[input field]
No spaces, 4 or more characters

Email
[input field]

Confirm email
[input field]

Continue

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7. At the ***Registering username*** page, select a secret question from the dropdown list, provide the answer, and enter and confirm a password. Click ***Register me***.

- The system will help you create a strong password.

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Vehicle and vessel related business - Step 3 of 4

License eXpress for business

Registering username: janedoe222

Secret question
---select a question---

Secret answer
[input field]

Password
[input field]

Confirm password
[input field]

Register me

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8. The ***Check your email*** page informs you an activation email has been sent to the email address you used to register the account.

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Registration - Step 4 of 4

License eXpress for business

You're almost done Jane!

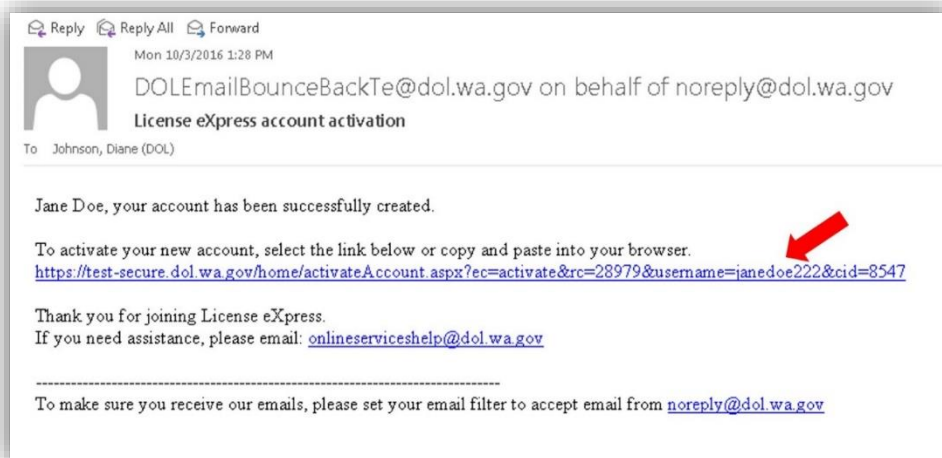
Please check your email.

We've sent you an email containing your activation link. Click on the link to activate your account.

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9. Go to your email account and click the link in the email to activate your account.



10. You will be taken to the login page. You now need to continue your account setup for E-services. Enter your username/user ID and click *Login*.

WASHINGTON STATE DEPARTMENT OF LICENSING

License eXpress: Account and services

Thank you janedoe222, you have successfully activated your account. Please login.

Username

Password

Login

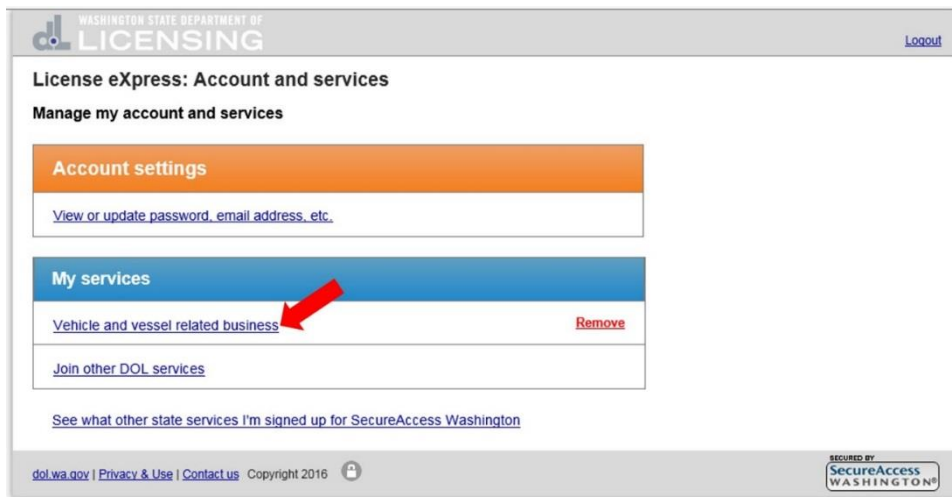
[I forgot my username](#)
[I forgot my password](#)

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- You can use your username/user ID and password you registered at License eXpress at any site displaying the SecureAccess Washington logo.

11. At the ***Manage my account and services*** page, click *Vehicle and vessel related business* in the My Services section.



12. You will be taken into the new computer system to [continue your account access setup](#) (next page).

Continue account access setup

You'll now enter the new computer system. We'll need a little more information about who you are. **This is a one-time process.**

1. At the **Contact information** page (page names appear at the upper left of the page), your name and email address are auto-filled from the information you entered for License eXpress. Enter your phone number and extension (if applicable) and click *Next*.
 - You can change your phone type by selecting the appropriate option from the drop-down list.

WASHINGTON STATE DEPARTMENT OF
LICENSING

Menu Register for your vehicle and vessel business account

Register
Contact information Continue registering your account

Your name
Jack Doe

Phone type
Business

Phone Number
(360) 444-4444

Extension

Email address
dijohnson@dol.wa.gov

Confirm email address
dijohnson@dol.wa.gov

Cancel Next

2. At the **Address** page, enter the requested information. Click *Next*.

- If your address includes a building, apartment, or suite number, select the appropriate option from the Unit type drop-down list, then enter the number in the Unit field.
- If your address is located outside the USA or the state of Washington, select the appropriate option from the drop-down lists in those fields.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Register for your vehicle and vessel business account

Register

Contact information

Address

Continue registering your account

Country
USA

Street address
405 BLACK LAKE BLVD

Unit type
Unit

City
OLYMPIA

State
WA - WASHINGTON

Zip code
98502

Cancel Back Next

3. At the **Verify address** page, the system will display the address formatted to meet postal standards. In most cases, you should select the verified address. Click *Next*.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Register for your vehicle and vessel business account

Register

Contact information

Address

Verify address

Verify your address

You entered this address:
405 BLACK LAKE BLVD OLYMPIA WA 98502

Select the address you want us to use.

ADDRESS OPTIONS

☒ 405 BLACK LAKE BLVD SW OLYMPIA WA 98502-5046

☐ Continue with unverified address as entered.

Cancel Back Next

4. At the **Terms of Agreement** page, read the terms of service for access to the computer system, then click the checkbox at the bottom of the page to agree. Click *Next*.

- The date is auto-filled with the current date and can't be changed.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Register for your vehicle and vessel business account

Register

Contact information
Address
Verify address
Terms of Agreement
Summary

Access Agreement for Department of Licensing DRIVES Website

This Agreement is entered between the Washington State Department of Licensing ("DOL") and any individual or entity ("User") who accesses or uses DOL's "DRIVES" system from DOL's website ("Site"). As a condition to accessing the Site, User agrees to be bound by the terms and conditions of this agreement, which apply to this and all subsequent access and use by the User. If User does not agree to be bound by these terms, now or at any time in the future, User must not access the Site and must cancel all sign-on information.

1. Authorized Users
Only those persons authorized by User may have access to the Site and its Data. User is solely responsible for the protection and security of its username and password to access the Site, and is responsible for all actions by any persons using User's username and password, regardless of how such person obtained the access information.

2. Permission to Access
DOL is the sole owner of the Site and its Data. User is granted permission to access the Site pursuant to a DOL/User agreement, application or request.

Additional text here

15. Assignment
This Agreement is personal to User. User may not assign any rights or obligations under this agreement to any other person or entity without DOL's prior written approval.

☒ I agree to the terms of service above.

Agreement Date
11-Dec-2016

Cancel Back Next

5. At the **Summary** page, review the information you entered on the previous pages.

- If all the information is correct, click *Submit*.
- If you need to change any of the information:
 - Click *Back* until you reach the page to be updated, or
 - Click the page name on the left side of the screen.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Register for your vehicle and vessel business account

Register

Contact information
Address
Verify address
Terms of Agreement
Summary
Summary

Make sure your information is correct.
If it's not, go Back to make edits.

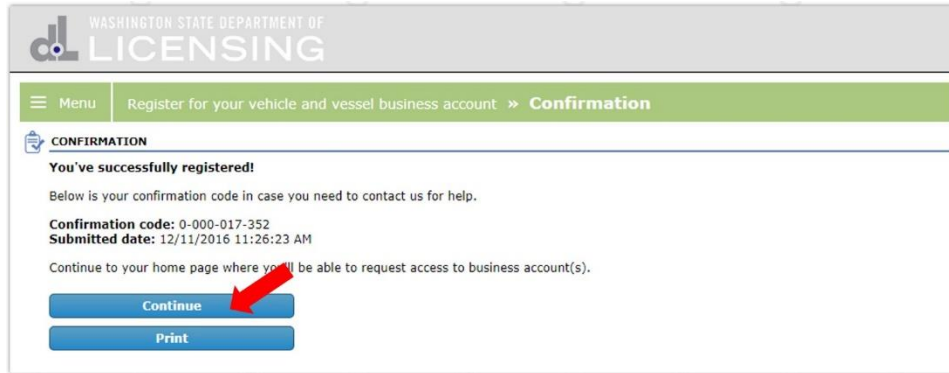
User information

| | |
|---------------|--|
| Name | Jack Doe |
| Phone | (360) 444-4444 |
| Email address | djjohnson@dol.wa.gov |
| Address | 405 BLACK LAKE BLVD SW OLYMPIA WA 98502-5046 |

Cancel Back Submit

6. At the *Confirmation* page:

- Click *Print* to print a copy of the confirmation page.
- Click *Continue* to set up access to the various business tasks you need to perform. Go to [Request business account access](#) (next page).



The screenshot shows the Washington State Department of Licensing website. The header includes the department's logo and name. A green navigation bar contains a menu icon and the text "Register for your vehicle and vessel business account » Confirmation". Below this, a section titled "CONFIRMATION" with a checkmark icon states "You've successfully registered!". It provides a confirmation code (0-000-017-352) and a submitted date (12/11/2016 11:26:23 AM). A message instructs the user to continue to their home page to request access to business account(s). At the bottom, there are two blue buttons: "Continue" and "Print". A red arrow points to the "Continue" button.

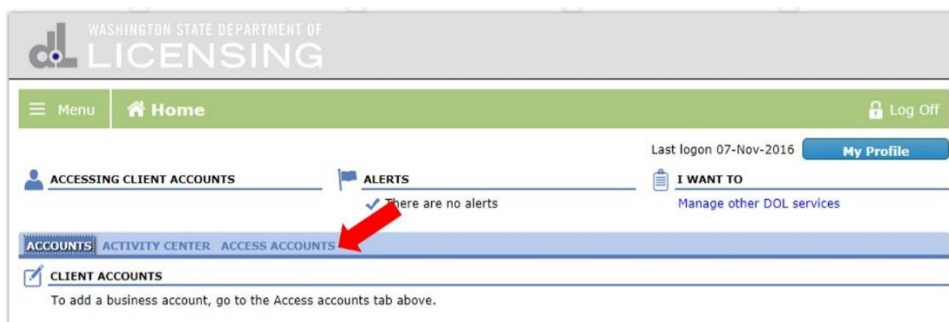
Request business account access

You are now at the **Home** page. Once you've completed the entire registration process, this is the page you'll see after you login at License eXpress.

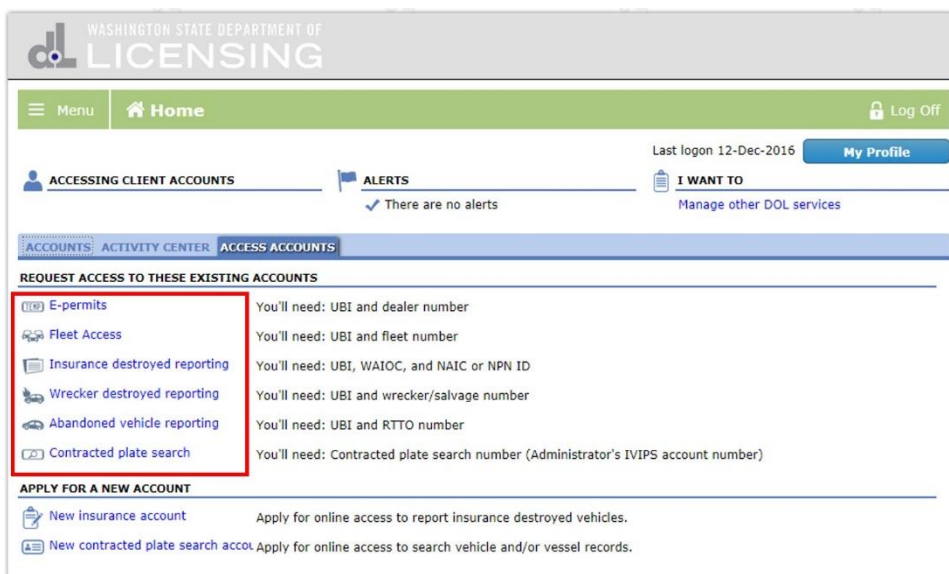
Important! You'll need the following to complete this portion of the process:

- **Access codes** provided by your account Administrator. Each access code will have been generated for a specific business task; make sure you are using the correct access code for the business task you are requesting access for. If you perform the same task for more than one business or location, you'll need a separate access code for each business or location.
- **Business information:**
 - **E-permits, Wrecker Destroyed reporting, Abandoned Vehicle reporting:** UBI number and license number
 - **Insurance Destroyed Reporting:** UBI number, WAOIC number, and NAIC or NPN number used by the Administrator to establish the account (**not** your personal number)
 - **Contracted plate search:** Contract number

1. At the **Home** page, you are under the **Accounts** tab (shown in the blue bar in the lower portion of the page). Click the **Access Accounts** tab.



2. Under the **Access Accounts** tab, click the hyperlink in the Request Access list for the type of business task you want to perform.



3. At the **Login information** page (page names appear at the upper left of the page):
 - a. Enter the requested information for the business type you selected on the previous screen:
 - **E-permits, Wrecker Destroyed reporting, Abandoned Vehicle reporting:** UBI number and license number
 - **Insurance destroyed reporting:** UBI number, WAOIC number, and NAIC or NPN number used by the Administrator to establish the account (**not** your personal number)
 - **Contracted plate search:** Contract number
 - b. Select *Administrator* from the access level drop-down list.
 - c. Each business or location will have only one Administrator. This person is responsible for managing access for all other staff who will need access to business tasks in the new system.
 - d. Click *Next*.
 - **Contracted plate search:** go to **step 5**.

Note: The screenshots used in this guide are for a vehicle dealer adding e-permit access; the header title and the requested number will vary based on the business type you select

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » **Request your E-permit access** Log Off

Request access

Login information

Select access level
3. Employee

Unified Business ID (UBI)
278027706

Dealer #
00068

These page items will vary based on the business type you selected

Cancel Next

4. At the **Location List** page:

- Verify the location.
 - If there is more than one location, click the checkbox to the left of the correct location.
- Click *Next*.

WASHINGTON STATE DEPARTMENT OF
LICENSING

Menu Home » Request your E-permit access Log Off

Request access

Login information

Location(s)

Select your location

Verify the information below. Click 'next' to proceed or 'back' to make changes.

| Location name | Location address | Location Code |
|-------------------------|--------------------------------|---------------|
| TITUS-WILL TOYOTA/SCION | 3606 S SPRAGUE TACOMA WA 98409 | 0220000680001 |

Cancel Back Next

5. At the **Access Code** page, enter the access code for this business task emailed to you by your account administrator.

- Make sure you are using the correct access code for the business task you are requesting access to.
- This is a one-time use access code that must be used within **8 hours** of being generated by the system.

WASHINGTON STATE DEPARTMENT OF
LICENSING

Menu Home » Request your E-permit access Log Off

Request access

Login information

Location(s)

Access code

Enter your access code

An access code can be provided by your manager, and is required to proceed.

Access Code

TGB9HM3276PCXM

Cancel Back Next

6. At the **Summary** page, review the information.

- To edit information, click **Back** until you reach the page you need to edit or click the page title on the left side of the screen.
- If everything looks okay, click **Submit**.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » Request your E-permit access Log Off

Request access

Login information
Location(s)
Access code
Summary

Make sure your information is correct.
If it's not, go Back to make edits.

Request info

| | |
|---------------|-----------|
| Dealer number | 00068 |
| UBI | 278027706 |
| Access level | Employee |

The items will vary depending on the business type

Cancel Back Submit

7. At the **Confirmation** page:

- Click **Print** to print the confirmation page.
- Click **Continue**.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » Add E-Permit Access » Confirmation Log Off

CONFIRMATION

You've successfully registered!

Below is your confirmation code in case you need to contact us for help.

Confirmation code: 0-000-050-120
Submitted date: 12/11/2016 11:30:28 AM

Continue to your home page where you'll be able to request access to business account(s).

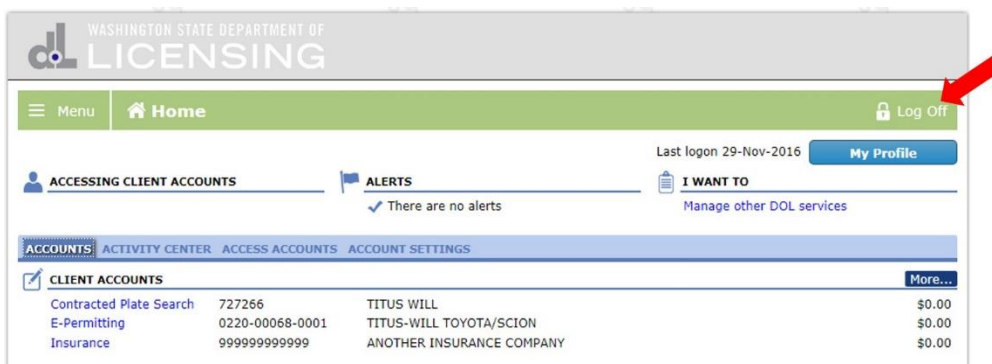
Continue Print

8. You will be returned to the **Home** page where you began. The business task you added will show under the **Accounts** tab.



- If you need access to another business task or business/location for a task, repeat steps 1-7 for each task or business/location.
- You will receive a confirmation email for each completed registration. You can now perform the business tasks for which you've received access. See the **E-services User Manual** available at <http://www.dol.wa.gov/about/drives-forms-and-publications.html>.

9. When you are done, click *Log Off* in the upper right-hand corner of the page.



10. You'll be returned to the License eXpress login page.

- We value your input! Please click the *Tell us how we're doing* hyperlink to take a survey on your online experience. Thank you!

